

## Industrial Customer Strategies for Energy Distribution Companies



**EPRI NOW OFFERS A SERVICE** to assist energy distribution companies develop and implement industrial customer program strategies that will contribute to profitability by integrating them with asset utilization management objectives.

This is accomplished by making sure that customer programs are strategically implemented in subregions of the territory where they can most contribute to maximizing asset utilization.

**Specific customer initiatives that can be developed and integrated into asset management objectives on a confidential basis include:**

- Industrial customer strategic load growth programs in selected customer sectors \*
- New business development strategies within subregions of the service territory to attract new industrial customers\*
- Key Account program activities, focused on your objectives for your most important customers \*

- Customer strategy and programs for load/energy reduction, by selected customer sector and subregions of the territory\*
- Training of energy distribution company staff on how to implement the strategy/programs\*


**\*Note:** Recognizing that in house resources are often limited EPRI is prepared to assist in both the development and in the implementation of customer programs to meet specific your objectives.

**EPRI'S INDUSTRIAL KNOWLEDGE AND TECHNICAL CAPABILITIES MAKE US UNIQUELY QUALIFIED** to provide this customizable program. Our twenty five years of experience in industrial processes and electrotechnologies, networks with industry, background in power operations and market segmentation, and provision of specialized services, give us the edge in helping energy distribution companies strategically implement customer programs into asset utilization objectives.

This customizable program is open to current and emerging energy distribution companies, and can be initiated upon client request. The price of this program will vary, depending on the number of target market segments, the number and characteristics of the customers in each segment, and the degree of outsourcing desired.

**FOR MORE INFORMATION, CONTACT** the EPRI Customer Assistance Center at 800-313-3774 or [askepri@epri.com](mailto:askepri@epri.com)

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